

## Return on Investment (ROI) Program Funding Application

This template was built using the ITD ROI Submission Intranet application.

**FINAL AUDIT REQUIRED:** The Enterprise Quality Assurance Office of the Information Technology Department is required to perform post implementation outcome audits for all Pooled Technology funded projects and may perform audits on other projects.

This is an IOWAccess Fund Request. Amount of funding requested:

\$77,000

### Section I: Proposal

**Date:**

**Agency Name:** Department of Public Safety, Fire Marshal Division

**Project Name:** 10195 Above Ground Storage Tank Tracking System

**Agency Manager:** James Kenkel State Of Iowa Fire Marshal

**Agency Manager Phone Number / E-Mail:** 515-281-5821

**Executive Sponsor (Agency Director or Designee):** Jeff A Miller (DPS)

**A. Project Summary:** Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

*The Above Ground Storage Tank project will take an existing application that has been created for the Department of Inspections and Appeals Food Safety Bureau and modify it to provide the following functionality:*

- *A registration database that will allow the Fire Marshal's office to track all tanks/compartments by compartment number, facility location, and facility owner.*
- *An automated renewal process to aid the gathering of annual license fees. The process will allow facility owners to renew online through a web interface. The Fire Marshals will use the application to create mailing labels and license due lists to further automate their internal processes.*
- *The Fire Marshal's office will be able to perform on site inspections using a lap top or PDA to allow the ability to track violations, visits, and add inspection photos.*
- *The application will allow for the electronic tracking of review plans. Review plans consist of facility maps and facility safety plans including disaster recovery plans.*

*In addition to the desktop application, internet functionality will be created to provide the following capabilities:*

- *Facilities will be able to use the website to pay all renewal and/or penalty fees through a proven e-payment engine.*
- *Fuel delivery companies will be able to verify that tanks have been properly inspected and licensed prior to delivery of material.*
- *Facilities/tank owners will be allowed to submit review plans through the website, speeding the process of delivering plans to the Fire Marshal's office.*
- *The public will be able to search for facilities to verify that all inspections are current.*
- *The public will be able to search for facilities to view violations and incidents uncovered during inspections.*
- *The public will be able to submit complaints against facilities online.*

- *The current data used by the Fire Marshal's office will be migrated into this new application to insure consistency and continuity in day to day activities*

**B. Strategic Plan:** How does the proposed project fit into the strategic plan of the requesting agency?

*The Iowa State Fire Marshal's Office is required to maintain an accurate inventory of above-ground (AST) petroleum storage tanks in the State of Iowa. This office keeps record of registered tanks above 1,100 gallons throughout the State. The Fire Marshal's office needs to develop a new database system to track registrations, technical information, and other information necessary to evaluate the operation and safety of AST petroleum tank sites in Iowa.*

**C. Current Technology:** Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction?

*The Fire Marshal's Office currently has a system that has limited capabilities and can not collect all the information needed to track and evaluate the safety of above ground storage tanks (AST) in Iowa. The current system has lost several owners and their information, which can be very critical if an incident occurred regarding that owner's tank. The current system is not equipped to search for paid/unpaid sites, which are required by Iowa Code to be annually registered, and is causing lost revenue for the Fire Marshal's Office.*

*By implementing the proposed solution, the Fire Marshal's Office will have instant access to relevant data for all tank facilities, including ownership, safety plans, and content data. In addition, the renewal process will be greatly improved as the reliance will be shifted from human intervention to a report generated by the system to create and distribute renewal forms.*

**D. Statutory or Other Requirements**

Is this project or expenditure necessary for compliance with a Federal law, rule, or order? No

YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

**Explanation:**

Is this project or expenditure required by state law, rule or order? No

YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

**Explanation:**

Does this project or expenditure meet a health, safety or security requirement? No

YES (If "YES", explain.)

**Explanation:**

Is this project or expenditure necessary for compliance with an enterprise technology standard? No

YES (If "YES", cite the specific standard.)

**Explanation:**

[This section to be scored by application evaluator.]

**Evaluation (15 Points Maximum)**

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.



## E. Impact on Iowa's Citizens

**a. Project Participants** - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

*The primary participant in this project will be the Fire Marshal's Office, who is the business owner. DAS ITE will be performing the technical implementation.*

*The direct users include the Fire Marshal's Office inspectors and staff. In addition, more than 3000 registrants applying for or renewing registrations annually will use the web interface to quickly update their status. Multiple County Emergency Management departments as well as the Iowa Department of Natural Resources will also use the data supplied by this new application. The Federal Environmental Protection Agency along with Department of Homeland Security will also be regular users of the system.*

*The general public, the media and law enforcement will use the system to search and display registration information and status.*

**b. Service Improvements** - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

*The Fire Marshal's Office gains increased efficiency in its operations, the ability to provide better and more effective service to its customers, becomes able to process new and renewal applications more quickly, track all facility inspections and retrieve that data, if need be, for law enforcement or other regulatory organizations.*

*Facility owners will have an easier, more efficient way of renewing their registrations for all above ground storage tanks. The General Public will have easy access to facility information, as well as being able to search for incidents affecting the registered facilities. Petroleum delivery services will have the ability to*

quickly and easily determine the status of facility registration prior to dispensing fuel, protecting the safety of the communities in which the facilities reside.

**c. Citizen Impact** – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa’s citizens or government employees with the preceding project?

*The public benefits from the implementation of the system in several ways. By tracking all facility inspections, the Fire Marshal’s Office is better able to insure that safety protocols and procedures are being followed. In addition, by allowing fuel delivery services to check permit status, deliveries will be stopped to facilities that are no longer permitted to store flammable liquids.*

**d. Public Health and/or Safety** – Explain requirements or impact on the health and safety of the public.

*The implementation of the new system, and the resulting elimination of keying hard copy documents, will enable staff to spend additional time inspecting facilities for safety violations, renewing registrations which aids revenue collections, as well as fielding concerns and comments from the public.*

<b>[This section to be scored by application evaluator.]</b>	
<b><u>Evaluation (15 Points Maximum)</u></b> <ul style="list-style-type: none"><li>• Minimally directly impacts Iowa citizens (0-5 points).</li><li>• Moderately directly impacts Iowa citizens (6-10 points).</li><li>• Significantly directly impacts Iowa citizens (11-15 points).</li></ul>	<input type="text"/>

<b>[This section to be scored by application evaluator.]</b>	
<b><u>Evaluation (10 Points Maximum)</u></b> <ul style="list-style-type: none"><li>• Minimally improves customer service (0-3 points).</li><li>• Moderately improves customer service (4-6 points).</li><li>• Significantly improves customer service (7-10 points).</li></ul>	<input type="text"/>

## **F. Process Reengineering**

Provide a pre-project or pre-expenditure (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

**Response:**

*The Fire Marshal's Office currently has a system that has limited capabilities and can not collect all the information needed to track and evaluate the safety of above ground storage tanks (AST) in Iowa. Limited data is entered into the system to track at a rudimentary level. The current system is not equipped to search for paid/unpaid sites, which are required by Iowa Code to be registered annually, causing lost revenue for the Fire Marshal's Office.*

*Registrations are submitted in hard copy and require that the data be manually entered into the system. Information can only be obtained through either a visit to the Fire Marshal's office in Des Moines or by telephone inquiry made to division staff during business hours. Results are returned via paper to an on-site inquiry or via e-mail to a telephone inquiry.*

Provide a post-project or post-expenditure (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

**Response:**

*The new system will allow inspectors to track all tank locations by owner, facility location, tanks, and even to the compartments within each tank. Various items such as capacity, construction type and location within a facility will also be tracked and available for instant recall.*

*Registrants will have access to a website where they can view the data that has been collected regarding their site, including any inspections or incidents. They will be able to renew all permits online via this website using the State's e-payment system.*

*The public will be able to search for any facility in the state, view inspections and incident history as well as file a complaint to the Fire Marshal's Office regarding safety concerns*

[This section to be scored by application evaluator.]

**Evaluation (10 Points Maximum)**

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



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**G. Timeline**

Provide a projected timeline for this project. Include such items as planning, database design, coding, implementation, testing, conversion, parallel installation, and date of final release. Also include the parties responsible for each item.

<u>Milestones</u>	<u>Plan Date</u>	<u>Responsible</u>
<i>*Execution Phase Start Date</i>	5/15/2006	DAS/ITE
<i>Customer Acceptance testing begins</i>	8/08/2006	Fire Marshal
<i>Customer Acceptance testing complete</i>	9/25/2006	Fire Marshal
<i>Customer Acceptance Sign-off</i>	9/25/2006	Fire Marshal
<i>SLA Signatures</i>	9/25/2006	Fire Marshal/DAS/ITE
<i>Production Rollout</i>	10/03/2006	DAS/ITE
<i>Project Completion</i>	10/03/2006	Fire Marshal/DAS/ITE

[This section to be scored by application evaluator.]

**Evaluation (10 Points Maximum)**

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



**H. Funding Requirements**

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades,

	FY06		FY07		FY08	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IowAccess Fund	\$32,500	42%	\$41,500	53%	\$4000	5%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
<b>Total Project Cost</b>	<b>\$32500</b>	<b>0%</b>	<b>\$41500</b>	<b>0%</b>	<b>\$4000</b>	<b>0%</b>
Non-Pooled Tech. Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]

**Evaluation (10 Points Maximum)**



- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).

## I. Scope

Is this project the first part of a future, larger project?

- YES (If "YES", explain.)     NO, it is a stand-alone project.

**Explanation:**

Is this project a continuation of a previously begun project?

- YES (If "YES", explain.)

**Explanation:**

[This section to be scored by application evaluator.]

### Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)



The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of implementation and termination of the project / expenditure would waste previously invested resources.

## J. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology and/or IOWAccess funds? If desired, provide additional comment / response below.

**Response:**

*All ongoing operational and maintenance costs, beyond the initial implementation effort and first year web hosting, will be absorbed by Fire Marshal's Office.*

[This section to be scored by application evaluator.]

### Evaluation (5 Points Maximum)

- 0% (0 points)



- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)

## Section II: Financial Analysis

### A. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[ \left( \frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff						
Software						
Hardware						
Training						
Facilities						
Professional Services						
ITE Services	\$77,000	5		\$12,000		
Supplies, Maint, etc.						
Other						
Totals	\$77,000			\$12,000		

### B. Spending plan

**Explain how the funds will be allocated.**

### **C. Tangible and/or Intangible Benefits**

**Respond to the following and transfer data to the ROI Financial Worksheet as necessary:**

**1. Annual Pre-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

**Describe Annual Pre-Project Cost:**

**Quantify Annual Pre-Project Cost:**

	<b>State Total</b>
<b>FTE Cost(salary plus benefits):</b>	\$0.00
<b>Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):</b>	\$0.00
<b>Other Cost (expense items other than FTEs &amp; support costs, i.e. indirect costs if applicable, etc.):</b>	\$0.00
<b>Total Annual Pre-Project Cost:</b>	\$0.00

**2. Annual Post-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

**Describe Annual Post-Project Cost:**

**Quantify Annual Post-Project Cost:**

	<b>State Total</b>

<b>FTE Cost(salary plus benefits):</b>	\$0.00
<b>Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):</b>	\$0.00
<b>Other Cost (expense items other than FTEs &amp; support costs, i.e. indirect costs if applicable, etc.):</b>	\$0.00
<b>Total Annual Post-Project Cost:</b>	\$0.00

**3. Citizen Benefit** - Quantify the estimated annual value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

*3000 registrants, each renewing 10-25 registrations, at 3 hours average per transactions = 9000 citizen hours at a cost of \$90,000.*

*Under the new online renewal system, it will take approximately 15 minutes for a registrant to renew all of their registrations, saving the citizens of Iowa approximately \$82,500 annually.*

**Transaction Savings**

4.	Number of annual online transactions:	3000
	Hours saved/transaction:	2.75
	Number of Citizens affected:	3000
	Value of Citizen Hour	\$10.00
	Total Transaction Savings:	\$82,500
	Other Savings (Describe)	
	<b>Total Savings:</b>	<b>\$82,500</b>

**Opportunity Value/Risk or Loss Avoidance** - Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

**Response:**

*Currently there are several "lost" permits in the system that are not paying the required annual fees. Due to this situation, the State of Iowa is not collecting the total amount of fees due each year to maintain the Fire Marshal's Office. The implementation of this system will identify those "lost" records and reintroduce them into to active list of facilities. In addition, the recovery of that "lost" data will insure that those tanks and facilities are inspected and operating safely.*

**5. Benefits Not Readily Quantifiable** - List and summarize the overall non-

<b>ROI Financial Worksheet</b>	
A. Total Annual Pre-Project cost (State Share from Section II C1):	0
B. Total Annual Post-Project cost (State Share from Section II C2):	0
State Government Benefit (= A-B):	0
Annual Benefit Summary:	
State Government Benefit:	
Citizen Benefit:	
Opportunity Value or Risk/Loss Avoidance Benefit:	
C. Total Annual Project Benefit:	
D. Annual Prorated Cost (From Budget Table):	
<b>Benefit / Cost Ratio: (C/D) =</b>	
<b>Return On Investment (ROI): ((C-D) / Requested Project Funds) * 100 =</b>	

quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

**Response:**

*By offering an online payment system, facility owners will be able to renew their permits instantly. The Fire Marshal's office workload will be significantly reduced as a result.*

*By offering this data to the public in an easily accessible manner, safety will be increased as the public will be able to directly provide on their observations of local facilities.*

[This section to be scored by application evaluator.]

**Evaluation (15 Points Maximum)**

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).




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## **Appendix A. Auditable Outcome Measures**

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

- 1. Improved customer service**
- 2. Citizen impact**
- 3. Cost Savings**

**4. Project reengineering**

**5. Source of funds (Budget %)**

**6. Tangible/Intangible benefits**